

INFORMATION DISCLOSURE CITATION
(Use several sheets if necessary)

Atty. Docket No.	07442-0010-02000	Serial No.	09/540,401
Applicant	James L. BONEY et al.		
Filing Date	March 31, 2000	Group:	3712

U.S. PATENT DOCUMENTS

Examiner Initial*	Document Number	Date	Name	Class	Sub Class	Filing Date If Appropriate
CH	5,311,422	05/10/94	Loffin et al.			
CH	5,441,415	08/15/95	Lee et al.			
CH	5,544,305	08/06/96	Ohmaye et al.			
CH	5,577,186	11/19/96	Mann, II et al.			
CH	5,655,086	08/05/97	Jury et al.			
CH	5,727,950	03/17/98	Cook et al.			
CH	6,154,631	11/2000	Remschel			
CH	5,882,206	03/1999	Gillio			
CH	6,074,213	06/2000	Hon			

FOREIGN PATENT DOCUMENTS

Document Number	Date	Country	Class	Sub Class	Translation Yes or No

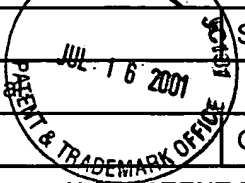
OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

Examiner	Chanda Harris	Date Considered	8/21/01
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Examiner Initial*	Document Number	Date	Name	Class	Sub Class	Filing Date If Appropriate
CH	6,064,856	05/16/00	Lee et al.	—	—	—
CH	5,170,362	12/08/92	Greenberg et al.	—	—	—
CH	5,823,781	10/20/98	Hitchcock et al.	—	—	—
CH	5,002,491	03/26/91	Abrahamson et al.	—	—	—
CH	5,310,349	05/10/94	Daniels et al.	—	—	—

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Examiner <i>Chanda Harris</i>	Date Considered <i>8/15/01</i>
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Examiner Initial*	Document Number	Date	Name	Class	Sub Class	Filing Date If Appropriate
CH	4,609,358	09/02/86	Sangster			
CH	4,785,472	11/15/88	Shapiro			
CH	5,823,788	10/20/98	Lemelson et al.			
CH	5,915,973	06/29/99	Hoen-Saric et al.			
CH	6,074,216	06/13/00	Cueto			
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Examiner Initial*	Document Number	Date	Name	Class	Sub Class	Filing Date If Appropriate
CH	6,154,631	11/28/00	Remschel	_____	_____	_____
CH	4,715,818	12/29/87	Shapiro et al.	_____	_____	_____
CH	4,652,240	03/24/87	Wackym	_____	_____	_____
CH	5,782,642	07/21/98	Goren	_____	_____	_____
CH	4,295,831	10/20/81	Matt	_____	_____	_____

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	Document Number	Date	Country	Class	Sub Class	Translation Yes or No
CH	WO 99/33041	07/01/99	WIPO	_____	_____	_____

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)	
CH	Lefkowitz, L.S., et al.; "A Knowledge-Based Intelligent Tutoring System for Telephony Operations Support Systems"; Proceedings of the International Conference on Communications (ICC), U.S., New York, IEEE; May 23, 1993, pages 1880-1884

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U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE INFORMATION DISCLOSURE STATEMENT BY APPLICANT (use several sheets if necessary) (PTO-1449)	ATTY. DOCKET NO. 201969/181	SERIAL NO. 09/540,401
	APPLICANT James L. Boney et al.	
	FILING DATE March 31, 2000	GROUP ART UNIT

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EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPRO- PRIATE
CH	1	4,798,543	Jan. 17, 1989	Spiece		
CH	2	4,909,739	Mar. 20, 1990	Ladner et al.		
CH	3	5,870,768	Feb. 9, 1999	Hekmatpour		
CH	4	5,920,838	Jul. 6, 1999	Mostow et al.		
CH	5	5,991,693	Nov. 23, 1999	Zalewski		
CH	6	6,033,226	Mar. 7, 2000	Bullen		
CH	7	6,041,343	Mar. 21, 2000	Nguyen et al.		
CH	8	6,099,317	Aug. 8, 2000	Bullwinkel et al.		
CH	9	6,099,320	Aug. 8, 2000	Papadopoulos		
CH	10	6,157,808	Dec. 5, 2000	Hollingsworth CH 11/15/02		
CH	11	6,164,974	Dec. 26, 2000	Carlile et al.		
CH	12	6,193,519 B1	Feb. 27, 2001	Eggert et al.		
CH	13	6,196,846 B1	Mar. 6, 2001	Berger et al.		

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EXAMINER	<i>Chanda L. Harris</i>	DATE CONSIDERED	<i>November 15, 2002</i>
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	APPLICANT James L. Boney et al.		
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EXAMINER

Chanda L. Harris

DATE CONSIDERED

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